

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|             |                         |   |                   |            |
|-------------|-------------------------|---|-------------------|------------|
| Appl. No.:  | 10/815,534              | ) | Confirmation No.: | 3473       |
|             |                         | ) |                   |            |
| Applicant:  | KIEFHABER et al.        | ) | TC/A.U.           | 2609       |
|             |                         | ) |                   |            |
| Filed:      | March 31, 2004          | ) | Examiner:         | NGUYEN, K. |
|             |                         | ) |                   |            |
| Docket No.: | 4366-140                | ) |                   |            |
|             |                         | ) |                   |            |
| For:        | CONTACT CENTER AND      | ) |                   |            |
|             | METHOD FOR TRACKING AND | ) |                   |            |
|             | ACTING ON ACTING ON     | ) |                   |            |
|             | ONE AND DONE CUSTOMER   | ) |                   |            |
|             | CONTACTS                | ) |                   |            |
|             | (As Amended)            | ) |                   |            |

**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of August 7, 2007. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are shown in the listing of claims which begins on page 3 of this paper.

**Amendments to the Drawings** begin on page 11 of this paper and include both an attached replacement sheet and an annotated sheet showing changes.

**Remarks** begin on page 12 of this paper.